

COPY

Key # 21164

Submit three copies to: Department of General Services, California Records and Information Management, 707 Third St. 2nd Fl., W. Sacramento, CA 95833

A CalRIM Consultant may be reached by phone at (916) 375-4404, by fax at (916) 375-4408 or by email at CalRIM@dgs.ca.gov

(1) DEPARTMENT, BOARD OR COMMISSION CA PUBLIC UTILITIES COMMISSION		(2) AGENCY BILLING CODE 59000		(3) PAGE 1 OF 3 PAGES
(4) DIVISION/ BRANCH/ SECTION Consumer Affairs Branch		(5) ADDRESS 320 West 4th St. Suite 500, LA CA 90013		
CHECK THE APPROPRIATE BOX				
(6) <input type="checkbox"/> New schedule of records that have never been scheduled. [Complete boxes (9) - (12)]				
(7) <input checked="" type="checkbox"/> Revising a previous schedule. [Complete boxes (13) - (16)] (A new approval number will be assigned.)				
(8) <input type="checkbox"/> Amending some pages of a previous schedule. [Complete boxes (13) - (16)] (The original approval number will remain in effect.)				
NEW SCHEDULE INFORMATION (If applicable)	(9) SCHEDULE NUMBER LA-301	(10) SCHEDULE DATE 2/14/08	(11) NUMBER OF PAGES 1	(12) CUBIC FEET (Total Schedule) 443 443
PREVIOUS SCHEDULE INFORMATION (If applicable)	(13) SCHEDULE NUMBER LA301	(14) APPROVAL NUMBER 99-040	(15) APPROVAL DATE (S) 4/12/99	(16) PAGE NUMBER(S) REVISED - 1
(17) MISSION/FUNCTIONAL STATEMENT: To help consumers resolve informal complaints about utility service or unfair utility practices + to keep CPUC informed of consumer issues & concerns; to answer general questions concerning utility service.				

PART I - AGENCY STATEMENTS

As the program manager (or person authorized to sign for the program manager) directly responsible for the records listed on this records retention schedule, I certify that all records listed are necessary and that each retention period is correct. For revisions, all items on the previous schedule are included or accounted for on the recapitulation. Vital records identified by this schedule are protected. If protection is not currently provided but plans are underway, the details of such plans are shown in Column 45, Remarks.

(18) SIGNATURE - MANAGER RESPONSIBLE FOR THE RECORDS <i>[Signature]</i>	(19) TITLE SUPERVISOR	(20) PHONE NUMBER 415-703-1820	(21) DATE SIGNED 2/14/08
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In accordance with Government Code 14755, approval of this Records Retention Schedule by the Department of General Services is hereby requested. Retention periods shown have been established in accordance with the criteria set forth by Section 1667 of the State Administrative Manual.

(22) SIGNATURE- RECORDS MGMT. ANALYST <i>[Signature]</i>	(23) CLASSIFICATION ISO II Supervisor	(24) NAME (Printed or Typed) GARY R. MURPHY	(25) PHONE NUMBER 415-703-1860	(26) DATE SIGNED 02/18/2008
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PART II - DEPARTMENT OF GENERAL SERVICES APPROVAL (Per Government Code Section 14755)

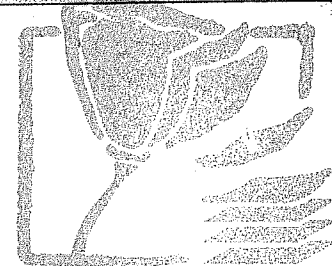
(27) SIGNATURE - CalRIM CONSULTANT <i>[Signature]</i>	(28) APPROVAL NUMBER 08-071	(29) DATE SIGNED 2/28/2008	(30) EXPIRATION DATE 2/28/2013
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PART III - ARCHIVAL SELECTION (Per Government Code Section 14755)

THE ATTACHED RECORDS RETENTION SCHEDULE:

- (31) ☒ Contains no material subject to further review by the California State Archives
- (32) ☐ Contains material subject to archival review. Items stamped "NOTIFY ARCHIVES" may not be destroyed without clearance by the California State Archives. (Per Section 1671 of the State Administrative Manual.)

(33) SIGNATURE - CHIEF OF ARCHIVES OR DESIGNATED REPRESENTATIVE <i>[Signature]</i>	(34) DATE SIGNED 12/15/08
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CALIFORNIA

(37)	(38)	(39)	(40)								
1	120		CAB-LA Compliant Files: Regular + Long Distance Wireless	P	X	3 yrs	-	-	3 yrs	X	PUC General Order 66-C. Reference Status: In Active
2	240		Compliant Files (reg + long distance)	P		3 yrs	-	-	3 yrs	X	Bookcases
3	30		" " "	P	X	3 yrs	-	-			PUC G.O. 66-C Reference Status: Active
4	15			P	X	3 yrs	-	-	3 yrs	X	→ 10 Boxes
5	38		CAB-LA - 1-5 Compliant files	P		Active					
Total Cum Biz Fr. 443											

[illegible]